

# KENMORE PATIENTS GROUP MEETING

FRIDAY 16 OCTOBER 2020

KENMORE MEDICAL CENTRE

2.00-4.00 pm

**As this was the first meeting for nine months (and our first virtual meeting!!) the Chair decided that we would catch up with what had been happening in the Practice and discuss how the Group should operate in the future.**

Dr. Scott said that Covid is an emergency the like of which the Practice has never seen before. She felt that they had probably been ten days ahead of other Practices, immediately moving to dealing with patients initially by phone to keep infection out of Kenmore. It had been very stressful for all the team, having to make changes very quickly, often without the opportunity to consult the wider team.

A “Hot Clinic” was set up at Wilmslow Health Centre to see patients who were suffering from Covid symptoms and Drs Scott and Steele were part of the team assessing patients. At Kenmore there was a “Hot Room” for patients with temperatures. The whole process of seeing patients is taking a great deal longer than before as each Clinician has to clean their room and change their PPE after each consultation. This means there are less appointments available, **though Dr. Scott reassured the Group (and patients) that they will always be able to see a Doctor face to face, after consulting with a Doctor on line and providing their symptoms justify it.** To save time, the Practice is encouraging patients to go to the Website and complete the on-line form to deal with **non-urgent** medical, administrative or prescription issues and receive a reply within two working days. The Practice has been able to continue referring patients for cancer screening, carrying out smear and blood tests, check-ups, medication reviews and immunisations for children and the Nurses have visited self-isolating patients at home. However, the Practice is not allowed to do minor surgery, joint injections and ear syringing. Kenmore is now responsible only for Hazelmere Nursing Home so less visits are required leaving more time for our patients.

During this time, Dr. Maxwell has retired, Dr. Scott has become Senior Partner and a number of staff have retired or left, including Terry Barcilon.

Despite the extra work involved in managing the Covid situation, the Practice has **introduced a number of new initiatives.** These include the appointments of: -

Clinical Pharmacist who will carry out structured medication reviews for patients with complex medications, blood pressure checks and deal with repeat prescriptions.

Clinical Pharmacist Technician who supports the Clinical Pharmacist.

Two Social Prescribers. Patients will be referred by Doctor, Nurse Practitioner or Nurse for help with mental problems or practical social problems.

**These appointments mean that Clinicians will have more time available to spend with patients.**

If patients are prescribed four items or less medications regularly, the Practice can organise a prescription for six months, which you can collect every two months from your nominated pharmacist. (In the future!) patients who are staying away from home can have a one-off repeat prescription sent to a relative's address.

There is currently a high demand for Flu vaccinations. This year Kenmore ordered the same number as last year but the demand has been higher both with the Practice and at local Pharmacies and stocks

quickly ran out. The Department of Health will release more vaccine when the stock has been used, probably mid-November.

**The Practice has coped very well with the initial emergency and will cope in the future.**

**The Group then discussed how we might operate in the future.**

We decided we would continue to operate as we are now, using Microsoft Teams to meet and, because everything is changing so rapidly, we would hold back on the Working Parties for now. The Group offered to help the Practice with the annual review of the Patients Booklet, to continue to develop the New Patients Leaflet and seek a new supplier for the Defibrillator. It was suggested that the Virtual Group should be closed due lack of use by patients

The Group congratulated Tomi on his award of the BEM for speaking to schools nationally about his experiences during the Holocaust.

**NEXT MEETING WILL BE AT 2 PM ON FRIDAY 29 JANUARY 2021**

**THESE NOTES ARE ALSO ON THE PATIENT GROUP PAGE OF  
THE PRACTICE WEBSITE: -**

**[www.kenmoremedicalcentre.co.uk](http://www.kenmoremedicalcentre.co.uk)**

**IF YOU HAVE COMMENTS ABOUT THESE MEETINGS OR IDEAS  
ABOUT OUR ACTIVITIES, PLEASE E-MAIL THE CHAIR AT**

**[blainra@aol.com](mailto:blainra@aol.com)**

**OR TELEPHONE HIM ON 01625 535357**